

P3 Workgroups Action Item List

DRAFT - 9/13/00

Workgroup	Action Item	Assigned To	Due Date	Date Closed	Summary of Resolution
Fair Hearings	Become familiar with new statutes	All	7/27/00	7/27/00	Completed.
Fair Hearings	Determine eligibility requirements for a fair hearing	Carlos Rivera	7/27/00	7/27/00	Paper prepared for workgroup review. Close.
Fair Hearings	Research other states processes regarding fair hearings	Kathy Dressler	7/27/00	7/27/00	Report given. Close.
Fair Hearings	Research section 10950 of Welfare and Institutions Code	Carlos Rivera	7/27/00	7/27/00	Paper prepared for workgroup review. Close.
Fair Hearings	Determine access to fair hearing for CP/NCP	Carlos Rivera	7/27/00	7/27/00	Paper prepared for workgroup review. Close.
Fair Hearings	Define Ombudsman	Carlos Rivera	7/27/00	7/27/00	Information provided. Close.
Fair Hearings	Identify public education ideas; e-mail to Carla prior to August 17	All	Ongoing		
Fair Hearings	Identify existing CA local county Complaint Resolution procedures, as well as other states' complaint resolution processes	Wendy Weisler Diane Ward Lori Anderson	7/27/00	8/17/00	Final reports given. Close.
Fair Hearings	Research customer service satisfaction surveys	Julie Hopkins	8/17/00	8/17/00	No information found. Close.
Fair Hearings	State Data Capture	Carlos Rivera Cindy Cunningham	Ongoing		Information provided. Close.
Fair Hearings	Draft report on "best practices" of counties	Diane Ward	8/17/00	8/17/00	Report given. Close.
Fair Hearings	Draft report of "best practices" – other complaint resolution processes	Lori Anderson	8/17/00	8/17/00	Report given. Close.
Fair Hearings	Obtain "Taypayer Bill of Rights"	Judi Bentzien	8/31/00		
Fair Hearings	Obtain information from States of MN and VA on fair hearings process	Kathy Dressler Julie Hopkins	8/17/00	8/17/00	Reports given. Close.
Fair Hearings	Arrange FTB presentation	Judi Bentzien	8/17/00	8/17/00	Presentation given by FTB Taxpayer Advocates Office. Close.
Fair Hearings	Obtain copies of "Children Now" brochure	Kathy Dressler	8/17/00	8/17/00	Report distributed to group. Close.
Fair Hearings	Define: "complaint" vs. "question"	All	9/11/00		E-mail to Cindy by 9/11/00. Close.
Fair Hearings	Review "Fair Hearings Process" paper,	All	8/17/00	8/17/00	No questions received. Close.

P3 Workgroups Action Item List

DRAFT - 9/13/00

	and direct questions to Carlos Rivera via e-mail				
Fair Hearings	Discuss questions and comments received on "Fair Hearings Process" paper	Carlos Rivera	8/17/00	8/17/00	No questions received. Close.
Fair Hearings	Ensure system placeholders for Fair Hearing and Complaint Resolution processes	FTB	Open		
Fair Hearings	Contact DSS/LA Co re FH process	Wendy Weisler	8/17/00	8/17/00	Report given. Close.
Fair Hearings	Bring form response letters used by county to next meeting	Lori Anderson	8/17/00	8/17/00	Report/examples given. Close.
Fair Hearings	Bring examples of issue paper/white paper format to next meeting	All	8/17/00	8/17/00	Close.
Fair Hearings	Obtain requested format for P3 Workgroup Recommendations	Julie Hopkins	8/17/00	8/31/00	Close.
Fair Hearings	Review all P3 minutes for crossover issues	Steve Smith	Ongoing		
Fair Hearings	Identify System Requirements	Judi Bentzien	Ongoing		
Fair Hearings	Draft information on DSS/LA Co FH process	Wendy Weisler	9/11/00	9/28/00	
Fair Hearings	Response to paternity set-aside issue/questions, including copy of POP statute	Wendy Weisler	9/11/00		Drafted. Close.
Fair Hearings	Provide info on CT Tracker	Lori Anderson	8/31/00	8/31/00	Close.
Fair Hearings	Review TX OAG Customer Service Plan	All	8/31/00	8/31/00	Close.
Fair Hearings	Report from DSS on Customer Service Survey	Carlos Rivera	8/31/00	8/31/00	Information determined to not be beneficial to the workgroup. Close.
Fair Hearings	Check w/ FTB Advocates re contacts by county	Judi Bentzien	8/31/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: Vision/Background	Kathy Dressler	8/28/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: Impact Statement	Katie Wallace	8/28/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: Assumptions	Carlos Rivera	9/28/00		
Fair Hearings	Issue Paper Draft: Scope	Debbie Dominguez	9/11/00	9/13/00	Close.

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DRAFT - 9/13/00

		Wendy Weisler			
Fair Hearings	Issue Paper Draft: I. Timeframes	Carla Khal	8/28/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: II. Research	Diane Ward	8/28/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: III. Resolution	Lori Anderson	8/28/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: IV. Requirements	Carlos Rivera	8/28/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: V. Timeframes	Carla Khal	8/28/00	8/31/00	Close.
Fair Hearings	Issue Paper Draft: Risks		Open		
Fair Hearings	Issue Paper Draft: Implementation		Open		
Fair Hearings	Issue Paper Draft: Fiscal Impacts		Open		
Fair Hearings	Issue Paper Draft: Automation		Open		
Fair Hearings	Issue Paper Draft: State Fair Hearings	Carlos Rivera	9/25/00		
Fair Hearings	ALJ attend Judicial Council??	Julie Hopkins	9/13/00	9/13/00	No. Close.
Fair Hearings	Review State Fair Hearing regulations	All	9/13/00		
Fair Hearings	Identify issues in CDSS regulations that need to be modified to accommodate child support process.	All	9/13/00		
Fair Hearings	E-mail issue paper comments to Cindy	All	9/25/00		
Fair Hearings	Obtain copy of Pamphlet 13	Cindy Cunningham	9/13/00	9/13/00	Close.
Fair Hearings	Obtain copy of CDSS' expedited hearing process	Cindy Cunningham	9/13/00		
Fair Hearings	Draft position on receiving verbal complaint	Kathy Dresslar, Carla Khal, Debbie Dominguez	9/25/00		E-mail to Cindy
Fair Hearings	Draft position on receiving written complaint	Wendy Weisler, Katie Wallace, Lori Anderson	9/25/00		E-mail to Cindy
Fair Hearings	Draft report section pertaining to intercounty/interstate issues	Diane Ward	9/25/00		E-mail to Cindy
Fair Hearings	Draft report section pertaining to FTB	Judi Bentzien	9/25/00		E-mail to Cindy
Fair Hearings	Draft report section pertaining to Education	Katie Wallace	9/25/00		E-mail to Cindy